# Inspector General of the Marine Corps

## Commander's Request Mast Program

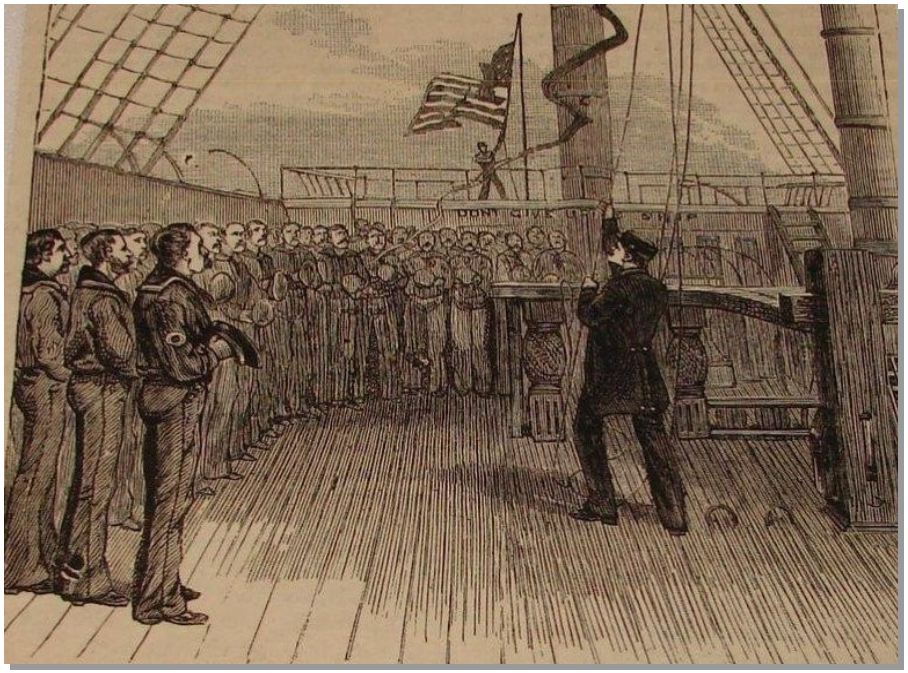
**updated September 2016**

# Mast Overview

- History & Purpose of Mast
- Policy for Requesting Mast
- Procedures for Requesting Mast

# The History of Mast

- Naval Tradition
- Commander's Interaction with Ship's Crew
  - Dispense Punishment
  - Present Awards
  - Accept Grievances
- Ship's crew had guaranteed right to speak to their Commander
- Solutions were not assured



# Purpose of Mast

- Convey grievances directly to the Commander
- Provides a personal audience with Commander*
- Expedite processing of urgent concerns
- Should employ the entire Chain of Command

- Should no ern”
- Should no nctions
- Should no rse



* Appearance with Commander should not present a conflict of interest or affect

# Request Mast Policy

According to Marine Corps Order 1700.23F, it is "the right of all Marines to directly seek assistance from, or communicate grievances to, their commanding officers." A Marine has "the opportunity to communicate not only with his or her immediate commanding officer, but also with any superior officer in the chain of command up to and including the Marine's commanding general."

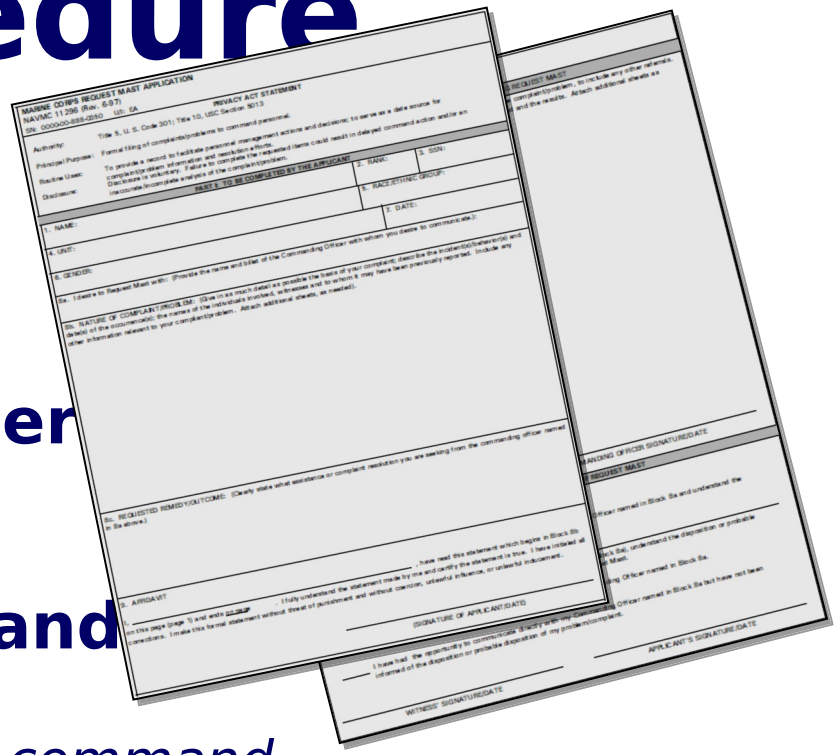
- **NAVMC 1700.23F (directive)**
- **NAVMC 11296 (form)**
- **Are there better avenues of redress?**
- **Not appropriate for Mast:**
  - **Nuisance requests**
  - **Matters od UCMJ or ADSEP**
    - **contemplated, pending, in progress, or final**
  - **Administrative Actions**
  - **Performance Evaluation**

# The Chain of Command

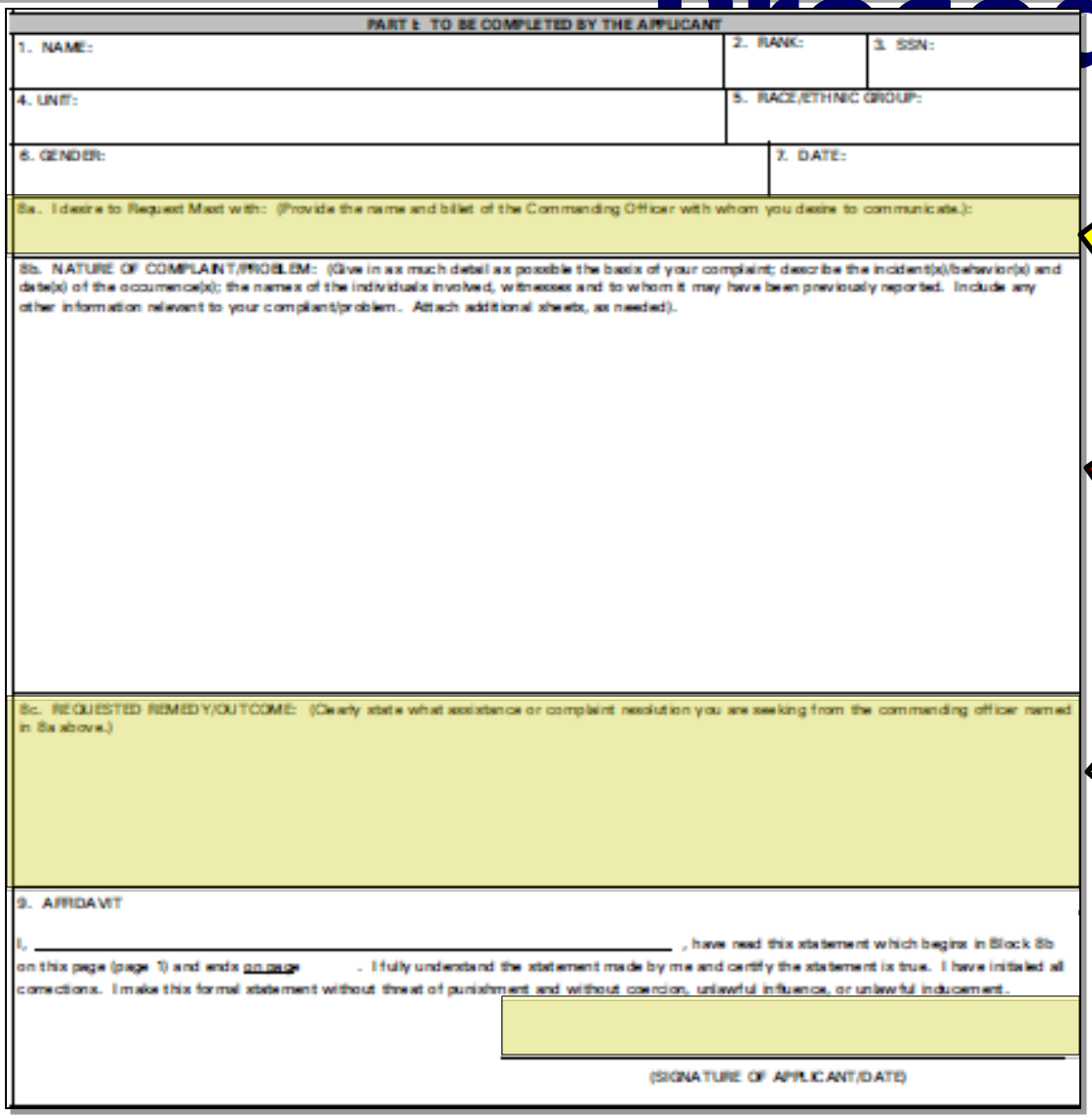
- **Only Officers with NJP Authority**
  *may be I&I, OIC, or Acting*
- **Up to First General Officer**
  *or designated O-6 with GCMCA*
- **Commanders may be bypassed**
  *only for cause, presented in writing*
- **All Commanders must attempt to resolve grievances**
- **Petitioner may withdraw request and accept resolution at any level**
- **CG's Eyes Only**
  *must be explained in writing*

# Request Mast Procedure

- **NAVMC 11296 (6-97)**
  *Filled out, signed, & dated*
- **Role of the Applicant**
  *Be truthful provider facts*
  *Cover letter if sealed request*
- **Role of the "Chain of Concer**
  *Expedite request*
  *Do not try to resolve*
- **Role if the Chain of Command**
  *Expedite Commander Audience*
  *Try to resolve at the lowest level of command*
  *Explain disposition, delays, and denials*
  *Forward up if required*
  *Report to CG any denials*
  *If there is a denial, it must be explained to the Applicant.*
  *Personal explanations not required (especially if a conflict of interest)*


MARINE CORPS REQUEST MAST APPLICATION
NAVMC 11296 (Rev. 6-97)
PRIVACY ACT STATEMENT
PART II - TO BE COMPLETED BY THE APPLICANT

# Request Mast Procedure



PART I: TO BE COMPLETED BY THE APPLICANT

1. NAME: | 2. RANK: | 3. SSN:

4. UNIT: | 5. RACE/ETHNIC GROUP:

6. GENDER: | 7. DATE:

8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):

8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).

8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)

9. AFFIDAVIT

I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.

(SIGNATURE OF APPLICANT/DATE)

Personal, contact, and biographical data.

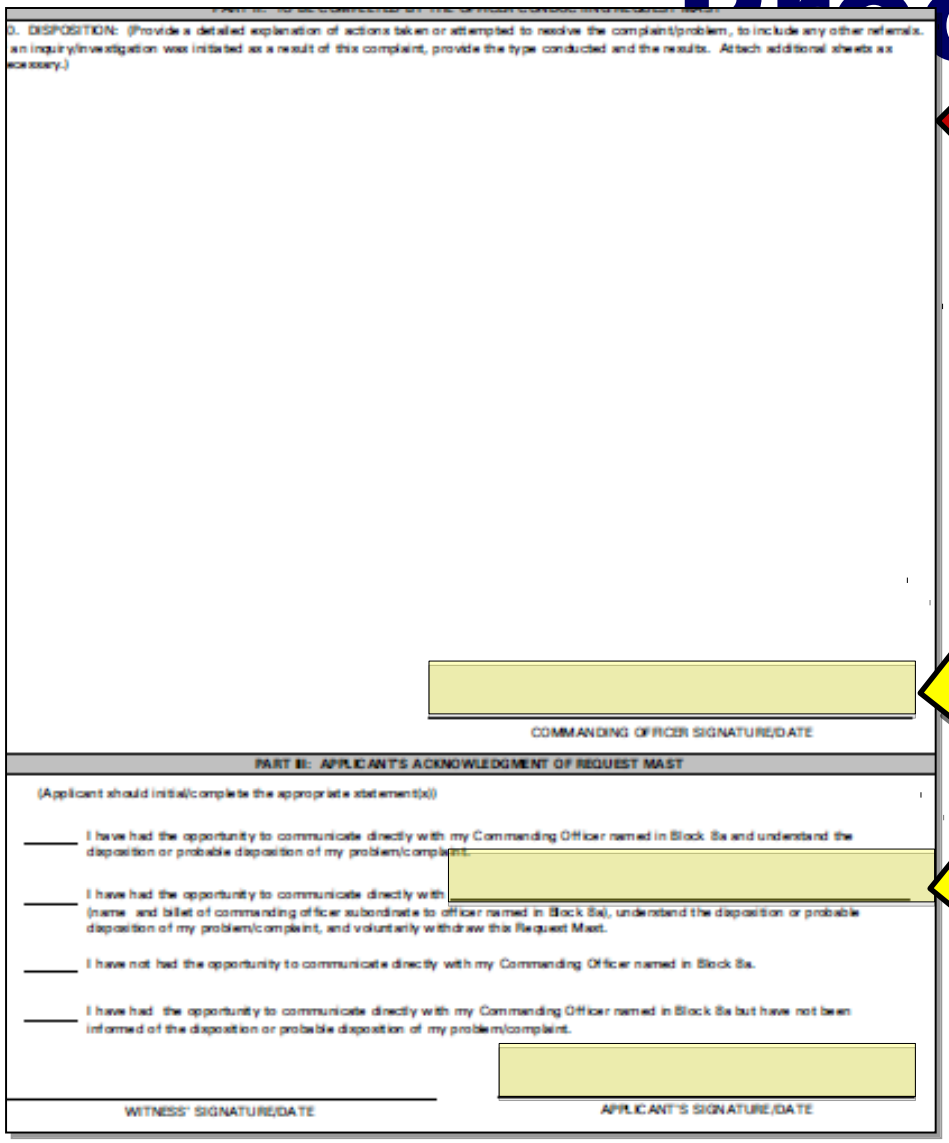
What Commander is requested?

What is the problem?

What is the solution?

Legal affidavit must be signed and dated. "Starts the Clock"

# Request Mast Procedure



D. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as ecessary.)

COMMANDING OFFICER SIGNATURE/DATE

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with (name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

WITNESS' SIGNATURE/DATE

APPLICANT'S SIGNATURE/DATE

How did each Commander engage?

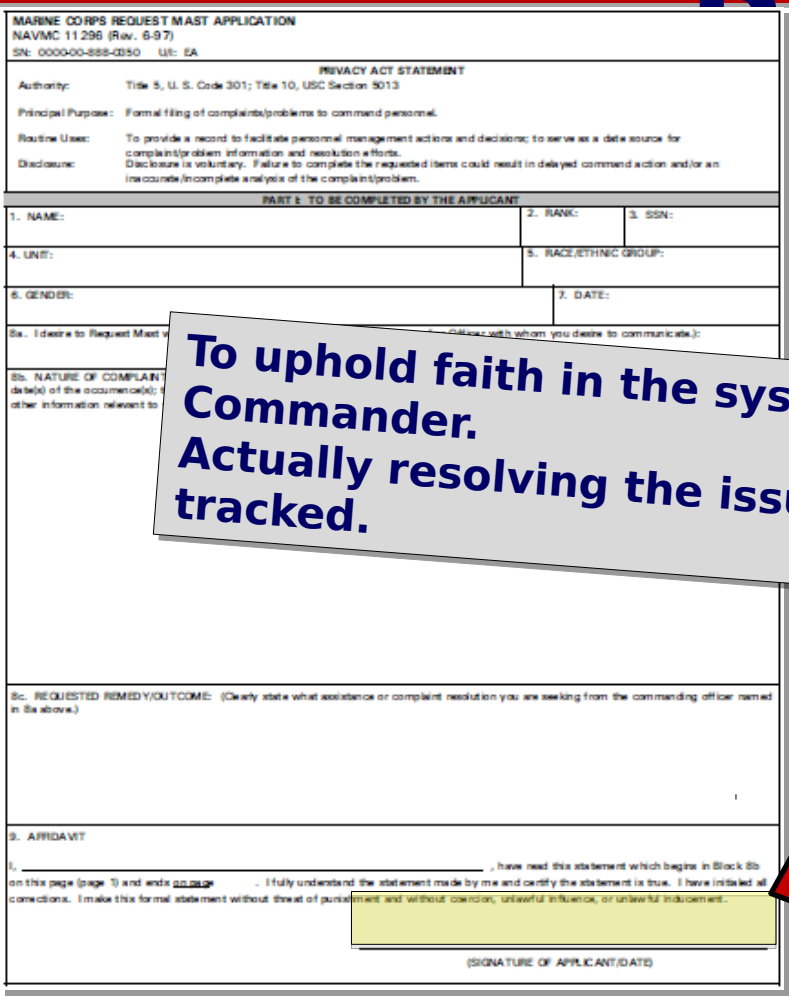
Final disposition, issue may not be resolved immediately

Final Commander to engage with Applicant. Sign & date, stops the clock

Applicant selects one acknowledgement.

Applicant and witness sign and date.

# Request Mast Proced



MARINE CORPS REQUEST MAST APPLICATION
NAVMC 11296 (Rev. 6-97)
SN: 0000-00-888-0050 U/I: EA

PRIVACY ACT STATEMENT

Authority: Title 5, U. S. Code 301; Title 10, USC Section 5013

Principal Purpose: Formal filing of complaints/problems to command personnel.

Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts.

Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.

PART I: TO BE COMPLETED BY THE APPLICANT

1. NAME: 2. RANK: 3. SSN:

4. UNIT: 5. RACE/ETHNIC GROUP:

6. GENDER: 7. DATE:

8a. I desire to Request Mast with (Officer with whom you desire to communicate.):

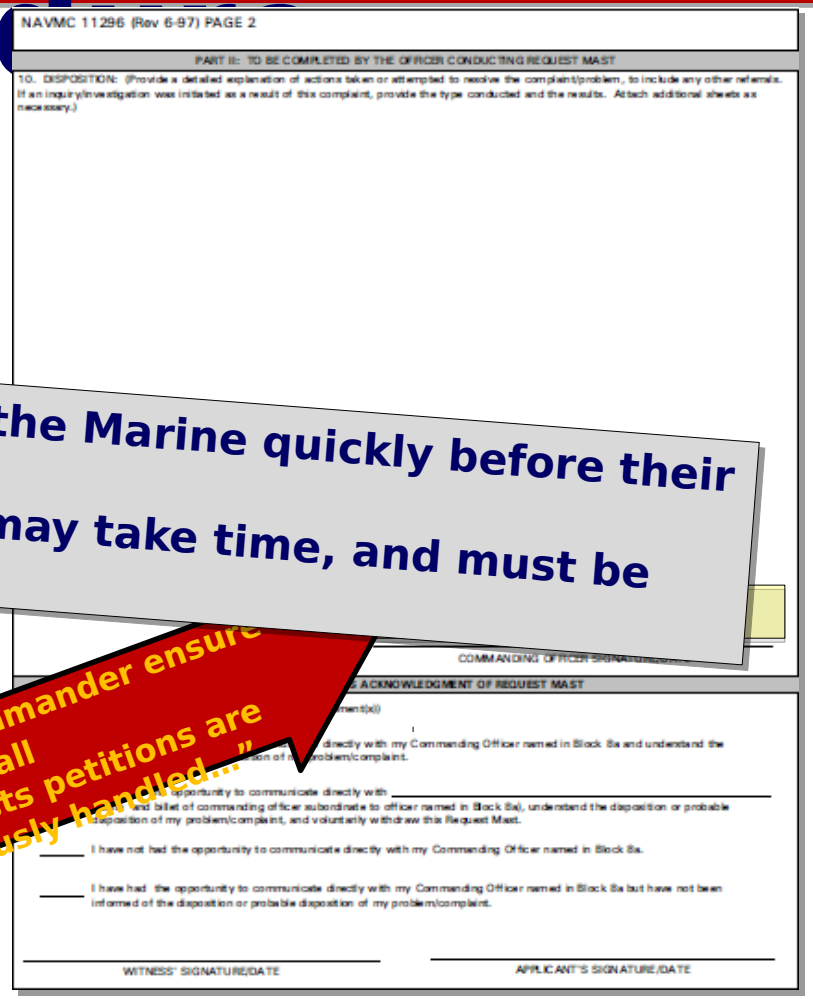
8b. NATURE OF COMPLAINT (Describe the problem/complaint, to include date(s) of the occurrence(s); the names of all persons involved; witnesses; and any other information relevant to

8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)

9. AFFIDAVIT

I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.

(SIGNATURE OF APPLICANT/DATE)



NAVMC 11296 (Rev 6-97) PAGE 2

PART II: TO BE COMPLETED BY THE OFFICER CONDUCTING REQUEST MAST

10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)

COMMANDING OFFICER SIGNATURE/DATE

ACKNOWLEDGMENT OF REQUEST MAST

directly with my Commanding Officer named in Block 8a and understand the problem/complaint.

opportunity to communicate directly with _____ and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

WITNESS' SIGNATURE/DATE

APPLICANT'S SIGNATURE/DATE

**To uphold faith in the system, we get the Marine quickly before their Commander.**

**Actually resolving the issue correctly may take time, and must be tracked.**

**"Does the commander ensure all Request Masts petitions are expeditiously handled..."**

# Request Mast Procedures

MARINE CORPS REQUEST MAST APPLICATION
NAVMC 11296 (Rev. 6-97)
SN: 0000-00-888-0850 UIC: EA

PRIVACY ACT STATEMENT

Authority: Title 5, U. S. Code 301; Title 10, USC Section 5013

Principal Purpose: Formal filing of complaints/problems to command personnel.

Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts.

Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.

PART I: TO BE COMPLETED BY THE APPLICANT

1. NAME: | 2. RANK: | 3. SSN:

4. UNIT: | 5. RACE/ETHNIC GROUP:

6. GENDER: | 7. DATE:

8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):

8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).

8c. REQUESTED R
in 8a above.)

9. AFFIDAVIT

I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.

_____
(SIGNATURE OF APPLICANT/DATE)

**If a subordinate commander, to the commander in block 8a, resolves the issue that subordinate commander is acknowledged in Part III and the Request for Mast is NOT forwarded any higher. ONLY Commanders can be acknowledged in Part III.**

NAVMC 11296 (Rev 6-97) PAGE 2

PART II: TO BE COMPLETED BY THE OFFICER CONDUCTING REQUEST MAST

10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)

_____
COMMANDING OFFICER SIGNATURE/DATE

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with _____ (name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

_____ WITNESS' SIGNATURE/DATE

_____ APPLICANT'S SIGNATURE/DATE

# Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

JK I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with _____ (name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

**Used when the Marine has seen the Commander designated in 8a and understands the disposition of the complaint.**

# Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

JK I have had the opportunity to communicate directly with LtCol. Smedley D. Butler USMC (name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

**Used when a Marine sees a subordinate commander and understands the disposition <u>and</u> voluntarily withdraws sending the Request for Mast up to the commander originally designed in block 8a. This can never be used in a sealed "eyes only" request.**

# Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

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_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

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JK I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

**Used when a Commander refuses to directly communicate with an applicant. This is not the same as a denial.**

# Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

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_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

**Used when a Commander grants an audience with an applicant but does not inform the applicant of the disposition. This is not the same as a denial.**

# Legal Requirements

## Commanders Must

- Hold accountable anyone who interferes with the Request Mast Process.
- Hold accountable anyone who reprises against anyone who Requests Masts

# Request Mast Follow-Up

**Commanders Request Mast Tracker and Follow-Up Procedures**

| Date of Affidavit | Applicant's Rank & Name | Date of Appearance with CO | Date of Final Disposition | Date Forwarded (if required) | 30 Day Follow up & Reprisal Check | 90 Day Follow up & Reprisal Check | 6 Month Follow up & Reprisal Check |
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**Commanders must have a tracking system to ensure request are handled in an expeditious manner and to assure no adverse actions befall the Applicant for requesting Mast with the Commander.**

# Questions